

Mailers Companion

May 1997



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Domestic Mail

Delivery Confirmation

New Priority Mail service being tested

Mailers Companion

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The Internet edition is at the USPS home page (<http://www.usps.gov>) under Business Section.

PRIORITY Mail's delivery confirmation test is in full swing. This test is geared toward mailers who mail 500 or more pieces of Priority Mail each day, and who can send and receive information electronically.

"We're excited about our experimental service," said Julie Rios, manager of Comprehensive Interactive Information System (CIIS) Management.

"Using barcode and computer technologies to capture delivery data, this service lets mailers know not only that their package was delivered but when. And it helps merchandise mailers protect themselves against fraud."

During the test, the delivery confirmation service is free. At the end of the test, a service fee might be charged.

If you use Priority Mail and are interested in participating in the test or receiving a technical guide on the test, call Judy Mannings at Postal Service Headquarters at (202) 268-8135.

Special Labels

As the mailer, you apply to each package a barcoded peel-off label with a unique Package Identification Code (PIC). The 16-digit PIC contains three data fields that identify the mailer, package, and service level.

You can produce your own labels on USPS-supplied stock or use the

distinctive Postal Service labels. If you produce your own labels, you'll use one of three barcode symbologies—USS-I 2/5, USS-39, or USS-128.

Electronic Manifests

You also tell us which packages you are test-mailing by transmitting an electronic manifest when you mail.

The manifest includes general information about the mailing, such as mailing date and mailing location, and specific information about each package, such as PIC and destination ZIP Code.

Database Access

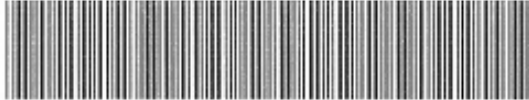
The best way to access the Postal Service mainframe is by using a transport control protocol/Internet protocol (TCP/IP) connection to a point-to-point protocol (PPP) dial server over a toll-free telephone number.

You can also check on the status of individual packages through the Internet and a Web browser. Several layers of security ensure that each mailer can access only his or her own data.

—Patricia Bennett, Mail Preparation and Standards



Printed on recycled paper

FULFILLMENT PLUS 680 DELBERT ST CORTLAND OH 44410-0001	***** * Priority Mail * * US Postage Paid * * Youngstown, Ohio * * Permit No. 477 * *****								
 DOUGLAS KELLER 3101 MARQUITA DR FT WORTH TX 76116-5118									
 USPS DELIVERY CONFIRMATION  2921 5530 0000 0224									
 <table border="0"> <tr> <td>REF NO: 10186571</td> <td>BATCH NO: FF0108B</td> </tr> <tr> <td>MODEL: GE9030</td> <td>ORDER CODE: D-C088279</td> </tr> <tr> <td>QTY: 001</td> <td></td> </tr> <tr> <td colspan="2">TRACKING: 2921 5530 0000 0224</td> </tr> </table>		REF NO: 10186571	BATCH NO: FF0108B	MODEL: GE9030	ORDER CODE: D-C088279	QTY: 001		TRACKING: 2921 5530 0000 0224	
REF NO: 10186571	BATCH NO: FF0108B								
MODEL: GE9030	ORDER CODE: D-C088279								
QTY: 001									
TRACKING: 2921 5530 0000 0224									
<p style="text-align: right;">002/100</p>									

You can produce your own labels on USPS-supplied stock (left) or use the distinctive Postal Service labels (below).

	PRIORITY MAIL <small>UNITED STATES POSTAL SERVICE™</small>
DELIVERY CONFIRMATION	
1234 5670 0015 9824 <small>CARRIER: Remove Barcode Upon Delivery. Attach to PS Form 3849</small>	
 1234 5670 0015 9824 <small>DEC 11-B, October 1996</small>	

How the Test Works

Before mailing, the test participant:

- Applies a peel-off barcode label to each package (own labels or USPS labels).
- Gives the USPS an electronic manifest of each mailing.

Upon delivery, the USPS:

- Removes the barcode label from each delivered package.
- Scans the barcodes of all delivered packages to update the confirmation service database.
- Updates the database with unsuccessful delivery attempts, forwards, or returns.

After mailing, the test participant:

- Checks on delivery status of a mailing by downloading his or her entire file.
- Checks on the status of an individual package by searching the database through the special Internet Web site.

Automated Postage Statements

Internet yields simple electronic fill-in software

YOU can get *free* postage statement fill-in software—WebFORMs—at the Postal Service Web site www.usps.gov.

Once you download the software, you can output individual postage statement forms or create templates of completed forms for recurring mailings.

This new software is geared toward the small-volume or medium-volume mailer who does not use presort software but wants an automated way to fill out these forms.

WebFORMs are designed for small-volume and medium-volume mailers

How it Works

This software comes with postage rates, built-in formulas for calculations, and many navigational tools to make filling out postage statements simple and accurate. All rounding and computation follow the rules in the *Domestic Mail Manual*.

When you input the weight for a single piece and the number of pieces, the calculated rates automatically appear in the correct places on the form. You can print out a signature-ready form to document your mailing.

The Postal Service used Java technology to create this customized software. It now runs on systems using Windows 95, Windows NT, and UNIX. Versions for Windows 3.1 and Macintosh are to be released by June.

How to Get it

Key in the Web address <http://www.usps.gov/formmgmt/webforms>. When you get to this Web page, select the form you want. This will bring you to that form's download page.

First download the Postal Java utility file if you don't already have it. Then return to the form's download page to get the postage statement software.

After downloading both files, execute the Java file, then the form file. Postage statement icons will appear on your desktop. If your system uses Windows 95 or Windows NT, you will also have entries for each postage statement you execute on your Programs bar through the Start menu button.

On the Horizon

By July, the Postal Service software library will include all 13 domestic postage statement forms. Currently, 10 of these forms are at the postal Web site—the Forms 3600, 3602, 3605, and 3608 series. The remaining three forms—Forms 3541 for Periodicals—will be ready in July.

Future improvements include three ways to download the forms:


- one form at a time
- all 13 forms at once
- with an on-line “wizard”—the wizard will interview you to help you pick the right postage statement form for your mailing, then guide you through filling out the form.

This project has been nominated for the 1997 Computerworld Smithsonian Award for innovative use of new technology.

— Nate Zuckerberg, Customer Information Product Support

Location: <http://www.usps.gov/landing/webforms/>

[What's New](#) | [What's Cool](#) | [Handbook](#) | [Net Search](#) | [Net Directory](#) | [Software](#)



WebFORMs


WebFORMs are automated versions of forms our customers can use to do business with the Postal Service. Anyone can download them for free from this Website.

PS Form 3600-P	Postage Statement - First Class Mail - Meter or Precanceled Postage Affixed (July 1996)
PS Form 3600-R	Postage Statement - First Class Mail - Permit Imprint (July 1996)
PS Form 3602-N	Postage Statement - Standard Mail (A) (Nonprofit Only) - Permit Imprint (October 1996)
PS Form 3602-PN	Postage Statement - Standard Mail (A) (Nonprofit Only) - Meter or Precanceled Affixed (October 1996)
PS Form 3602-PR	Postage Statement - Standard Mail (A) (Other Than Nonprofit) - Meter or Precanceled Affixed (October 1996)
PS Form 3602-R	Postage Statement - Standard Mail (A) (Other Than Nonprofit) - Permit Imprint (October 1996)
PS Form 3608-P	Postage Statement - Presorted Special Standard Mail - Meter (July 1996)
PS Form 3608-R	Postage Statement - Library Mail and Special Standard Mail - Permit Imprint (July 1996)

Currently, Postal JAVA Utility v1.6 is available for WIN95/NT and UNIX operating systems. We will add additional forms and JAVA utilities for other operating systems as they become available. Check ["What's New"](#) under Today's Features for announcements.

Direct any comments or questions about these forms to [Automated Postage Statement Management](#).

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PS3602-N Download Page

First Time Users: In order to run WebFORMs, you must download the Postal JAVA utility. You have to download it only once. Skip downloading it on future visits to this site. Click on [Postal JAVA Utility](#) to download it now.

After downloading has been completed, go to the following paragraph.

Downloading the PS3602-N: Currently, the PS3602-N is available in two versions: WIN95/NT and UNIX.

1. Click on one of the following to download the version you need: [WIN95/NT](#) or [UNIX](#).
2. After downloading, (if you accepted the default names) the setup file names will be: WIN95/NT: p3602N.exe; or UNIX: p3602n.tar.Z.
3. Execute the setup file. It will automatically install itself and might prompt you with a few questions about directory location, form setup, and your PC operating system.
4. To launch the individual postage statement, double-click on the postage statement icon on your PC desktop.
5. The file size for each postage statement will range from 600KB - 700KB.

Direct any comments or questions about these forms to [Automated Postage Statement Management](#).

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Document Done

Domestic Mail Manual

Labeling List Changes

As of April 10, *Domestic Mail Manual* L002, L003, L004, L005, L102, L601, L603, L604, L801, and L803 reflect changes in mail processing operations. Although

mailers are *encouraged* to label according to these revised lists immediately, they *must* use these changes beginning July 1.

L002

3-Digit ZIP Code Prefix Matrix

3-Digit ZIP Code Prefix	Column A for 3-Digit Destinations, Label to	Column B for 3-Digit/Scheme Destinations, Label to	Column C for SCF Destinations, Label to
Change From:			
210	BALTIMORE MD 210	BALTIMORE MD 210 ^s	SCF BALTIMORE MD 210
211	BALTIMORE MD 211	BALTIMORE MD 210 ^s	SCF BALTIMORE MD 210
212	BALTIMORE MD 212 ^u	BALTIMORE MD 212	SCF BALTIMORE MD 210
214	ANNAPOLIS MD 214 ^u	ANNAPOLIS MD 214	SCF BALTIMORE MD 210
215	CUMBERLAND MD 215	CUMBERLAND MD 215	SCF CUMBERLAND MD 215
216	EASTERN SHORE MD 216	EASTERN SHORE MD 216	EASTERN SHORE MD 216 ^d
218	SALISBURY MD 218	SALISBURY MD 218	SALISBURY MD 218 ^d
219	BALTIMORE MD 219	BALTIMORE MD 219	SCF BALTIMORE MD 210
267	CUMBERLAND MD 267	CUMBERLAND MD 267	SCF CUMBERLAND MD 215
Change To:			
210	LINTHICUM MD 210	LINTHICUM MD 210 ^s	SCF LINTHICUM MD 210
211	LINTHICUM MD 211	LINTHICUM MD 210 ^s	SCF LINTHICUM MD 210
212	BALTIMORE MD 212 ^u	BALTIMORE MD 212	SCF BALTIMORE MD 212
214	ANNAPOLIS MD 214 ^u	ANNAPOLIS MD 214	SCF LINTHICUM MD 210
215	CUMBERLAND MD 215	CUMBERLAND MD 215 ^s	SCF CUMBERLAND MD 215
216	EASTERN SHORE MD 216	EASTERN SHORE MD 216 ^s	SCF EASTERN SHORE MD 216
218	SALISBURY MD 218	EASTERN SHORE MD 216 ^s	SCF EASTERN SHORE MD 216
219	BALTIMORE MD 219	BALTIMORE MD 219	SCF BALTIMORE MD 212
267	CUMBERLAND MD 267	CUMBERLAND MD 215 ^s	SCF CUMBERLAND MD 215

L003

3-Digit ZIP Code Prefix Groups — 3-Digit Scheme Sortation

Column A 3-Digit ZIP Code Prefix Group	Column B Label to
Change From: 210, 211	BALTIMORE MD 210
Change To: 210, 211	LINTHICUM MD 210
Add: 215, 267 216, 218	CUMBERLAND MD 215 EASTERN SHORE MD 216

L004

3-Digit ZIP Code Prefix Groups — ADC Sortation

Column A 3-Digit ZIP Code Prefix Group	Column B Label to
Change From: 210-212, 214-219, 254, 267 600-603, 610, 611, 613-616	ADC BALTIMORE MD 210 (FCM and STD only) ADC CAROL STREAM IL 601 (PER only) ADC CHICAGO IL 60821
604, 605, 609, 617-619	(FCM and STD only) ADC S SUBURBAN IL 604 (PER only) ADC CHICAGO IL 60821
Change To: 210-212, 214-219, 254, 267	(STD only) ADC LINTHICUM MD 210 (FCM and PER only) ADC BALTIMORE MD 212
600-603, 610, 611, 614-616	(FCM and STD only) ADC CAROL STREAM IL 601 (PER only) ADC CHICAGO IL 60821
604, 605, 609, 613, 617-619	(FCM and STD only) ADC S SUBURBAN IL 604 (PER only) ADC CHICAGO IL 60821

L005

3-Digit ZIP Code Prefix Groups — SCF Sortation

Column A 3-Digit ZIP Code Prefix Group	Column B Label to
Change From: 210-212, 214, 219 216	SCF BALTIMORE MD 210 EASTERN SHORE MD 216 ^s
Change To: 212, 219 216, 218	SCF BALTIMORE MD 212 SCF EASTERN SHORE MD 216
Add: 210, 211, 214	SCF LINTHICUM MD 210
Delete: 218	SALISBURY MD 218 ^s

L102

ADCs — Presorted Priority Mail

Column A Destination ZIP Codes	Column B Label to
Change From: 210-212, 214-219, 254, 267 601, 603, 613-616 604, 609, 617-619 917, 918, 922-928	DIS BALTIMORE MD 210 DIS CAROL STREAM IL 601 DIS S SUBURBAN IL 604 AMF ONTARIO CA 917
Change To: 210-212, 214-219, 254, 267 601, 603, 614-616 604, 609, 613, 617-619 917, 918, 922-925	DIS BALTIMORE MD 212 DIS CAROL STREAM IL 601 DIS S SUBURBAN IL 604 AMF ONTARIO CA 917
Add: 926-928	SCF SANTA ANA CA 926

L601

BMCs — Machinable Parcels

Column A Destination ZIP Codes	Column B Label to
Change From: 008 010-069, 120-129 080-084, 137-139, 169-199	BMC JACKSONVILLE FL 32099 ³ BMC SPRINGFIELD MA 05500 BMC PHILADELPHIA PA 19205 005
299, 313-316, 320-339, 341, 342, 344, 346, 347, 349 498, 499, 540-551, 553-567, 580-588	BMC JACKSONVILLE FL 32099 BMC MPLS/ST PAUL MN 55202 002
640, 641, 644-658, 660-662, 664-679, 739 889-891, 900-908, 910-928, 930-935	BMC KANSAS CITY KS 64399 BMC LOS ANGELES CA 90901 000
894, 895, 897, 936-969	BMC SAN FRANCISCO CA 94850
Change To: 008 010-069, 120-129 080-084, 137-139, 169-199	BMC JAXVILLE FL 32099 ³ BMC SPFLD MA 05500 BMC PHILA PA 19205 005
299, 313-316, 320-339, 341, 342, 344, 346, 347, 349 498, 499, 540-551, 553-567, 580-588	BMC JAXVILLE FL 32099 BMC MPLS/STP MN 55202 002
640, 641, 644-658, 660-662, 664-679, 739 889-891, 900-908, 910-928, 930-935	BMC KANS CITY KS 64399 BMC LOS ANGELS CA 90901 000
894, 895, 897, 936-969	BMC SAN FRAN CA 94850

L603

ADCs — Irregular Parcels

Column A Destination ZIP Codes	Column B Label to
Delete: 004, 005, 103-119	DIS DV DANIELS NJ 07099 NY
070-079, 085-089	DIS DV DANIELS NJ 07099 NJ
Add: 004, 005, 070-079, 085-089, 103-119	DIS DV DANIELS NJ 07099

L801

AADCs — Letter-Size Mailings

Column A Destination ZIP Codes	Column B Label to
Change From: 210-212, 214, 216, 218, 219 601, 603, 613 614-619, 623, 625-627 930-935	AADC BALTIMORE MD 210 AADC CAROL STREAM IL 601 AADC SPRINGFIELD IL 625 AADC SEQUOIA CA 901
Change To: 212, 216, 218, 219 601, 603 613-619, 623, 625-627 930-935	AADC BALTIMORE MD 212 AADC CAROL STREAM IL 601 AADC SPRINGFIELD IL 625 AADC SEQUOIA CA 90198
Add: 210, 211, 214	AADC LINTHICUM MD 210

L604

Originating ADCs — Irregular Parcels

Column A Originating ZIP Codes	Column B Label to
Change From: 889-891, 900-908, 910-928, 930-935	MXD BMC LOS ANGELES CA 90901 002
Change To: 889-891, 900-908, 910-928, 930-935	MXD BMC LOS ANGELS CA 90901 002

L803

Non-BMC/ASF Entry — Periodicals and Standard Mail (A)

Column A Originating ZIP Codes	Column B Label to
Change From: 060-069 210-212, 214, 219	MXD HARTFORD CT 060 MXD BALTIMORE MD 210
Change To: 060-069	(STD only) MXD HARTFORD CT 060 (PER only) MXD SOUTHERN CT 064 MXD BALTIMORE MD 212
210-212, 214-219, 267	
Delete: 216, 218 215, 217, 267	MXD EASTERN SHORE MD 216 MXD FREDERICK MD 217

— Carla Siniscalchi, Logistics

International CINs

AS of July 1, *Domestic Mail Manual* Exhibit M032.1.3c changes the human-readable content line for certain international mail content identifier numbers (CINs) for barcoded tray and sack labels.

These are further changes to the CIN changes announced in the February *Mailroom Companion*.

— Carla Siniscalchi, Logistics

3-Digit Content Identifier Codes for International Mail

CIN	Current	July 1
739	PRINTED MTR SURF DRX	PRNTD MTR SURF DRX
740	PRINTED MTR SURF WKG	PRNTD MTR SURF WKG
743	PER AO MXD WKG FGN	PER AO WKG FGN

Value Added Refunds

RATES and classification service centers (RCSCs), not postmasters, approve authorizations for mailers who want to request refunds for excess postage paid at the time of mailing (termed *value*

added refunds). See *Postal Bulletin* 21943 (April 10, 1997) for the full *Domestic Mail Manual* text of this clarification.

— Cheryl Beller, Northern Virginia RCSC

Circulars—Handwritten Additions

A circular may be mailed as Standard Mail (A) even if the piece has handwritten or typewritten dates or addresses or handwritten or typewritten corrections of typographical errors. See *Postal Bul-*

letin 21943 (April 10, 1997) for the full *Domestic Mail Manual* text of this amendment.

— Neil Berger, Mail Preparation and Standards

FIM Standards

DMM material reorganized to clarify specs

As of April 10, new and reorganized sections in the *Domestic Mail Manual* provide mailers with specific standards for facing identification marks.

These marks are used on business reply, meter reply, and courtesy reply mail. See *Postal Bulletin* 21943 (April 10, 1997) for the full *Domestic Mail Manual* (DMM) text of this revision.

Use

A facing identification mark (FIM) serves to orient and separate types of First-Class Mail during the facing-canceling process. FIMs are used only for these

mail types:

- letter-size business reply mail (BRM),
- letter-size courtesy reply mail (CRM) enclosed in automation rate mailings, and
- meter reply mail (MRM) enclosed in automation rate mailings.

Pattern

The FIM pattern is a nine-bit binary code represented by vertical bars (with corresponding space element). A printed bar is considered binary 1; a nonprinted bar (placeholder), binary 0. The required FIM pattern depends on the type of mail and the presence of a POSTNET barcode as follows:




- FIM A is used for CRM and MRM with a preprinted barcode. (FIM A binary code is 110010011.)
- FIM B is used for BRM without a preprinted BRM ZIP+4 barcode. (FIM B binary code is 101101101.)
- FIM C is used for BRM with a preprinted BRM ZIP+4 barcode. (FIM C binary code is 110101011.)

Specifications

The FIM must meet these specifications:

- A FIM clear zone to the upper right of the address side of the mailpiece

FIM Patterns

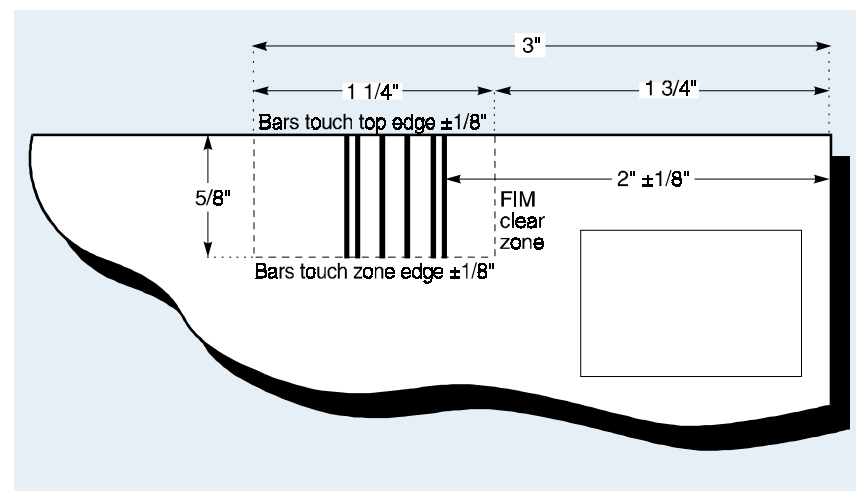
Name	Pattern	Use	POSTNET Barcoded?
FIM A		Courtesy reply mail Meter reply mail	Yes
FIM B		Business reply mail	No
FIM C		Business reply mail	Yes

must be maintained and must contain no printing other than the FIM. The illustration shows the FIM location and the FIM clear zone as defined by these boundaries:

- left: 3 inches from the right edge of the piece;
 - right: $1\frac{3}{4}$ inches from the right edge of the piece;
 - top: top edge of the piece; and
 - bottom: $\frac{5}{8}$ inch from the top edge of the piece.
- The FIM bars must be $\frac{5}{8}$ inch ($\pm\frac{1}{8}$ inch) high and $\frac{1}{32}$ inch (± 0.008 inch) wide and positioned as follows:
- The right edge of the rightmost bar of the FIM must be 2 inches ($\pm\frac{1}{8}$ inch) from the right edge of the piece.
 - The tops of the FIM bars must be no lower than $\frac{1}{8}$ inch from the top edge of the piece. The tops of the bars may extend over the top edge of the piece to the back (flap) of the piece if at least a $\frac{1}{2}$ -inch bar height is maintained on the address side.
 - The bottoms of the bars must touch the bottom boundary of the FIM clear zone or be no more than $\frac{1}{8}$ inch above or below it.

Dimensional Tolerances

Extraneous ink must not cause a FIM bar to exceed the specifications stated above. The combined effects of positional skew (slant of the entire FIM) and rotational skew (slant of the individual



This new DMM exhibit shows exactly where to put the FIM.

FIM bars) must be limited to ± 5 degrees from the perpendicular edge of the printed FIM to the top edge of the mailpiece.

Mail required to bear a FIM is considered nonmailable when the FIM:

- is enlarged or reduced,
- has insufficient ink coverage,
- has improper height or width of bars, or
- has ink in the space between the bars.

Camera-ready positives of FIMs, which must not be enlarged or reduced, are available at no charge from the postal business centers.

Reflectance

There must be at least a 30% print reflectance difference between the ink used for printing the FIM and the background material on which the FIM is printed. This minimum percentage is measured in the red and green portions of the optical spectrum using a USPS or USPS-licensed envelope reflectance meter.

— Neil Berger, *Mail Preparation and Standards*

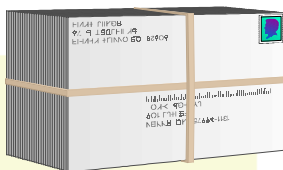
FIM standards now have their own place in the DMM: C100.5

Package: Bundle or Parcel?

Neither.

In the postal world, these are three distinct terms.

- **package**—a group of addressed pieces assembled and secured together to make up a basic unit of bulk or presorted mail.
- **bundle**—a group of packages secured together into a single piece or unit if permitted by the standards for the rate claimed.
- **parcel**—a boxed or wrapped item or packet.



For example, the Westchester, New York, ADC—shown as “ADC WEST-CHESTER NY 105” in DMM labeling list L004—handles mail going to the 3-digit ZIP Code prefixes 004, 105, 106, 107, 108, and 109. Under the current standards, a mailer can show the OEL simply as “ALL FOR ADC,” without the 3-digit ZIP Code prefix of “105” to identify the destinating ADC as Westchester, New York. If the top piece in a package

shows an address with ZIP Code 10811, the entry processing facility keys in “108” rather than “105” for the corresponding ADC. This inappropriate sortation can increase processing steps and delay the mail.

— Neil Berger, *Mail Preparation and Standards*

Coming to Terms

OEL (optional endorsement line)—a series of specific characters printed as the top line of the address block. Identifies the sortation level of a package or bundle. Used in place of a pressure-sensitive adhesive package label.

ADC (area distribution center)—a mail processing facility that receives and distributes mail destined for specific ZIP Code areas defined under managed mail processing guidelines. One of the points within the national distribution network.

AADC (automated area distribution center)—a mail processing facility that uses barcode sorters (BCSs) and other equipment for sorting barcoded mail.

Labeling List Information

Sortation Level	Mail Class	Labeling List
ADC	First-Class Mail, Periodicals, and Standard Mail (A) and Standard Mail (B), except irregular parcels	L004
	Presorted Priority Mail	L102
	Standard Mail (A) and Standard Mail (B) irregular parcels	L603
Mixed ADC	First-Class Mail	L002, Column C
	Periodicals, Standard Mail (A), and Standard Mail (B), except irregular parcels and automation flats	L004
	Standard Mail (A) and Standard Mail (B) irregular parcels	L604
	Periodicals and Standard Mail (A) automation flats unless entered at ASF/BMC	L803
	Periodicals and Standard Mail (A) automation flats entered at ASF/BMC	L802
AADC	First-Class Mail, Periodicals, and Standard Mail (A)	L801
Mixed AADC	First-Class Mail	L002, Column C
	Periodicals and Standard Mail (A) unless entered at ASF/BMC	L803
	Periodicals and Standard Mail (A) entered at ASF/BMC	L802

FASTforwardSM Introduced

FASTforwardSM is a new computerized system developed as another way to meet the July 1 move update standard for Presorted First-Class Mail and automation rate First-Class Mail.

See *Postal Bulletin* 21943 (April 10, 1997) for the full *Domestic Mail Manual* text that establishes this new service.

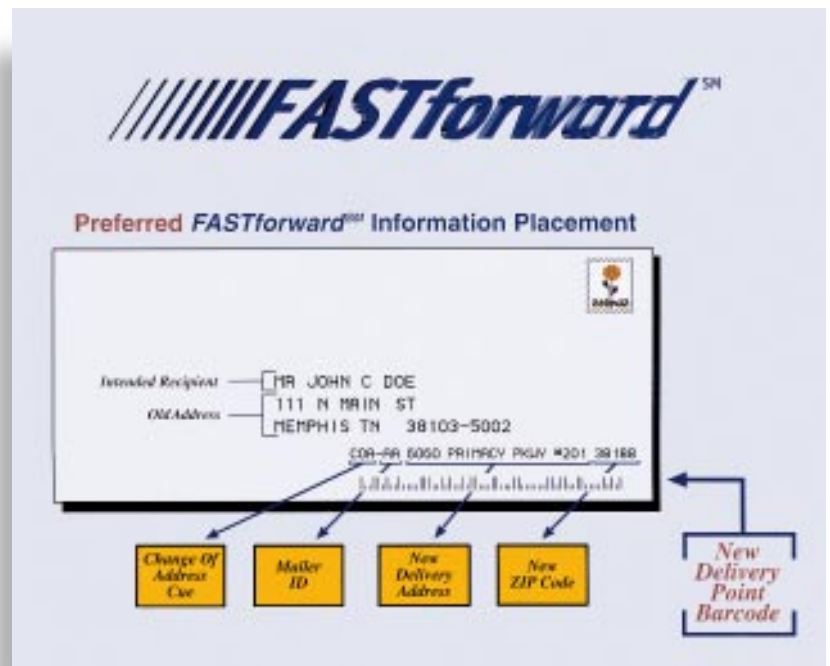
FASTforward comes in two applications, each of which requires a separate license agreement:

- FASTforward Mailing List Correction—corrects electronic mailing lists before their use to prepare mailings by interfacing with computerized list processing systems.
- FASTforward MLOC/RVE—interfaces with FASTforward-approved automation systems such as multiline optical character readers (MLOCs) and

remote video encoding (RVE) operations. This application marks the mailpieces that are already addressed so that they are redirected to the new delivery address.

Contact the FASTforward department at the National Customer Support Center (1-800-238-3150) for information on either application.

— Don Nichols, National Customer Support Center



Mixed BMC Labels

As of July 1, the *Domestic Mail Manual* (DMM) specifies that “MXD” must be added to the beginning of the destination line (Line 1) of labels in DMM L601 for mixed BMC sort levels.

This change standardizes the use of the term “MXD” on the destination line for all types of mixed sacks, trays, and pallets. See *Postal Bulletin* 21944 (April 24, 1997) to read the full *Domestic Mail Manual* text of this revision.

This revised format may be used immediately, although its use is not mandatory until July 1. Starting on that date, the new format will be the only one that is acceptable.

When mailers use “MXD” on mixed BMC destination lines, they must also use the revised abbreviated destination facility names in DMM L601, as listed on page 8 of this issue.

— Lynn Martin, Mail Preparation and Standards

Address Management

NCOA Program

The place to start when upgrading address lists

WHENEVER you mail, you want all your pieces to reach the addressees. But some pieces never do. Why not?

Usually, it's not because the pieces were incompatible with automation equipment...or because they didn't have enough postage affixed...but because their addresses were incomplete, incorrect, or out-of-date.

The best way to be sure that all your pieces get delivered is to start with an address list that is accurate and standardized. The National Change of Address (NCOA) program is a first step in that direction.

What NCOA Is

In 1986, the Postal Service introduced NCOA, a computerized mailing list correction service. NCOA service standardizes address formats and checks a master database for the forwarding addresses that postal customers file. This popular service is provided by several private companies—termed *licensed vendors*—under contract with the Postal Service.

The size of the NCOA master database is staggering. It currently holds about 110 million permanent change-of-address (COA) records filed over the past 3 years (customers file 40 million COAs each year).

The vendors get updates to the NCOA master file every 2 weeks. And they must apply the updates to their files within 3 working days.

What Vendors Do

Each NCOA vendor must give prospective customers an NCOA product and service brochure. The brochure outlines the vendor's procedures and shows customers how to prepare their address files for processing.

Each vendor must also have technicians on hand to answer customers' questions.

Vendors have 7 working days from the time they get a customer's electronic address list to process the list unless the customer gives written permission to extend the period. Many vendors don't need the full 7 days, but customers should always ask how long the processing might take.

Because the mailing lists are private, vendors have to ensure the sanctity of the data. Vendors must protect all files from misuse, disclosure, and unauthorized access.

Finding Licensed Vendors

Get the latest list of authorized vendors (on page 17) from two other sources:

- A Postal Service account representative
- The Internet (under "Move Update Services") at <http://www.usps.gov/ncsc/services>

The NCOA Process

Step 1: Standardize Addresses. Each address is standardized, including adding or correcting the ZIP+4 using Coding Accuracy Support System (CASS)-certified software. Address standards are in Publication 28, *Postal Addressing Standards*.

Step 2: Match Addresses With NCOA. After all the input addresses are standardized, the list is compared electronically with the NCOA master file. Any time a match is made (the matching logic is charted on the next page), the new address is given to the customer. The vendor provides only addresses that match the customer's input file.

NCOA Program—continued from previous page

Besides offering NCOA to the mailing public, some vendors offer other services as well—services like merge/purge and adding carrier route codes for mailers who presort to carrier routes. The vendors must separate the charges for these services from the NCOA charges, but they may all be consolidated on one bill.

NCOA vs. Address Correction Service

NCOA	Address Correction Service
Information maintained for 36 months	Information maintained for 18 months
“Chains” multiple moves within 3 years	Does not allow for “chaining”
Records matched on each component of input address	Records matched on ZIP Code and extract code
Strict computerized matching	Some human interaction in matching
ZIP+4 code and delivery point barcode provided on all input addresses	N/A
Cost determined by vendor and quantity	Cost for returned pieces or notices only
Premailing service	Postmailing service

What NCOA Does

NCOA makes more mail deliverable by making more addresses current. Current addresses also mean fewer duplications and remailings. Those improvements lower costs and speed up marketing for your product or service.

NCOA works with address correction service to help customers maintain “good” address lists. Customers clean up their lists with NCOA and keep them clean with ancillary service endorsements.

The table above shows how these services complement each other.

— Michael Murphy,
National Customer
Support Center

NCOA Name and Address Matching Rules

Sample input address: MR JONATHAN S DOE JR
123 E MAIN ST S # 100A
MEMPHIS TN 38188-0001

DATA FROM SAMPLE		MOVE TYPES		
Description	Example	Individual Move	Family Move	Business Move
Gender Title	MR	✓	n/a	n/a
First Name	JONATHAN	✓*	n/a	n/a
Middle Name/Initial	S	✓	n/a	n/a
Last Name	DOE	✓**	✓**	✓**
Suffix Title	JR	✓	n/a	n/a
Primary Number	123	✓	✓	✓
Predirectional	E	✓	✓	✓
Street Name	MAIN	✓**	✓**	✓**
Street Suffix	ST	✓	✓	✓
Postdirectional	S	✓	✓	✓
Unit Designator	#	*	*	*
Unit Designator Value	100A	**	**	**
City Name	MEMPHIS	n/a	n/a	n/a
State Abbreviation	TN	n/a	n/a	n/a
ZIP Code	38188	n/a	n/a	n/a
ZIP+4 Code	0001	n/a	n/a	n/a

- ✓ Must match exactly.
- ✓* Common nicknames may be allowed in matching process (for example, Mike = Michael).
- ✓** A match is allowed for street name or last name misspelling (for example, Smithe = Smith but Warner ≠ Wagner).
- * Exceptional Unit Designator must match exactly unless a Unit Designator Value is present and equal; then the Unit Designator is no longer an issue.
- ** Must match exactly with one exception: if the value is an alphanumeric value with the alpha character transposed between the two sources (for example A100 = 100A).

NCOA LICENSED VENDORS

ACXIOM CORP ^{1,3,4}
DENISE ROSE
301 INDUSTRIAL BLVD
CONWAY AR 72032-7168
(501) 336-1624

ANCHOR COMPUTER ^{1,3,4}
PAUL STORCH
1900 NEW HWY
FARMINGDALE NY 11735-1537
(516) 293-6100

CREATIVE AUTOMATION CO ^{1,4}
MARTY KURPIEL
220 FENCL LN
HILLSIDE IL 60162-2098
(708) 449-2800

DATABASE AMERICA ^{1,3,4}
MARK GOLDNER
100 PARAGON DR
MONTVALE NJ 07645-1745
(201) 476-2000

DIRECT MARKETING TECH INC ^{1,3,4}
DANIEL MINNICK
955 AMERICAN LN
SCHAUMBURG IL 60173-4998
(847) 517-5683

DONNELLEY MKTG INC ^{1,2,3,4}
BRANDIE ALLEN-REZAC
2301 N 117TH AVE
OMAHA NE 50201-1419
(402) 498-6103

DYNAMARK / PRINTRONIC DIV ¹
JOANNE CLARK
4295 LEXINGTON AVE N
ST PAUL MN 55126-6164
(612) 486-1841

DYNAMIC MARKETING SERVICES ^{1,3}
MICHAEL MCCOY
5884 POINT WEST DR
HOUSTON TX 77036-2612
(713) 995-2200

EQUIFAX CREDIT MARKETING SERVICES
BECKY MIZE
11011 RICHMOND AVE STE 100
HOUSTON TX 77042-4773
(770) 740-4369

EXPERIAN ¹
DENNIS KOOKER
701 EXPERIAN PKWY
ALLEN TX 75013-3715
(972) 390-5330

FIRST DATA SOLUTIONS ¹
ROGER WILLEY
2301 N 117TH AVE
OMAHA NE 68164-3682
(402) 498-6144

GLOBE LIFE AND ACCIDENT INS CO ¹
RICK COLEMAN
133 NW 122ND ST
OKLAHOMA CITY OK 73114-7214
(405) 749-7414

HARTE HANKS DATA TECHNOLOGIES ¹
DEBRA LECCESE
25 LINNELL CIR
BILLERICA MA 01821-3961
(508) 663-9955

HARTE HANKS DIRECT MARKETING ¹
BRIAN TOMASINO
6701 BAYMEADOW DR STE D
GLEN BURNIE MD 21060-6401
(410) 247-6430

LCS INDUSTRIES ^{1,3}
JIM MUCCI
120 BRIGHTON RD
CLIFTON NJ 07012-1694
(201) 614-3402

LIST MAINTENANCE CORP ^{1,3}
BRIAN HADE
1 AMERICAN LN
GREENWICH CT 06831-2560
(203) 552-0217

MAY AND SPEH INC ^{1,3,4}
AMY GRATZ
1501 OPUS PL
DOWNERS GROVE IL 60515-5727
(630) 719-0577

MBS/MULTIMODE ¹
IRWIN LEVINE
7 NORDEN LN
HUNTINGTON STA NY 11749-2139
(303) 530-0606

MERKLE COMPUTER SERVICES ¹
MARVIN DAWSON
5200 PHILADELPHIA WAY STE E
LANHAM MD 20706-4492
(301) 459-9700

METROMAIL CORPORATION ^{1,3,4}
JOE DIVITO
360 E 22ND ST
LOMBARD IL 60148-4989
(714) 263-6038

NEODATA SERVICES ¹
SUSAN ROBERTS
833 W SOUTH BOULDER RD
LOUISVILLE CO 80027-2499
(303) 666-7001

POLK COMPANY (THE) ^{1,3,4}
JOHN DOBSON
26955 NORTHWESTERN HWY
SOUTHFIELD MI 48034-4727
(810) 728-7618

TIME CUSTOMER SERVICE INC ¹
MICHAEL BECKER
1 N DALE MABRY HWY
TAMPA FL 33609-2700
(813) 554-2031

TRIPLEX DIRECT MKTG CORP ^{1,3}
JOE FERRARA
20 LEVERONI CT
NOVATO CA 94949-5756
(415) 382-7108

-
- 1 Provides nixie elimination.
 - 2 Provides diskette processing.
 - 3 Provides Locatable Address Conversion System (LACS) processing.
 - 4 Provides Delivery Sequence File (DSF) processing.

Ancillary Service Reform

Postal Service simplifies endorsement system

ENDORSEMENTS for return, forwarding, and address correction services will be streamlined and ready to use on July 1. Meet the new endorsements and learn what they mean for your mail.

The new system of ancillary service endorsements is easy to remember, simple to use. And it provides consistent instructions from mailers on how to handle their undeliverable-as-addressed (UAA) mail.

Unlike the current system of 12 endorsements (including the abbreviated forms), the new system is easy to remember because it consists of only four endorsements. Each endorsement is made up of one key word followed by "Service Requested." The key words are "Address," "Forwarding," "Return," and "Change." The chart on the next page shows the full endorsements.

And the new system is simple to use because the four endorsements are the same for all classes of mail.

Making the Transition

Even though the new ancillary service endorse-

ments take effect July 1, the Postal Service will continue to honor the current endorsements through December 31, except for mail that does not have an endorsement. As of July 1, unendorsed mail will be handled according to the new system.

Beginning on January 1, 1998, only the four new endorsements will be valid. For mail with an invalid endorsement that implies requested forwarding, the treatment for "Address Service Requested" will be provided. For an invalid endorsement that implies no requested forwarding, the treatment for "Return Service Requested" will be provided.

Summary Tables

The tables on pages 21 to 23 summarize the current ancillary service endorsements and the July 1 endorsements. The tables also explain how UAA mail will then be treated compared with how it's treated now.

Employees and customers should keep these tables at hand during the transition period (July 1 through December 31) when both endorsement systems are in effect.

— Rocky Matthews, Address Management

The Road to Change

Here's how these changes came to pass:

- **Proposed rule.** On October 10, 1996, the Postal Service published for public comment in the *Federal Register* (61 FR 53280-53285) a proposed rule to change the ancillary service endorsements. After reviewing customer comments, the Postal Service made three major modifications before it published the final rule (described under "By Special Request" in this article).
- **Final rule.** The final rule was published in the March 28 *Federal Register* (62 FR 15056-15066). The complete DMM text appears in *Postal Bulletin* 21943 (April 10, 1997).

By Special Request

- **Fourth Endorsement: “Forwarding Service Requested.”** A fourth endorsement, “Forwarding Service Requested,” has been added to the original three proposed endorsements. The additional endorsement has these features:

- For First-Class Mail and Standard Mail (B), this endorsement will ensure that UAA pieces get the same treatment as unendorsed First-Class Mail or Standard Mail (B) pieces.
- For Standard Mail (A), this endorsement will ensure that pieces are forwarded or returned without the mailer getting a separate address correction notice.

- **First-Class Mail: “Change Service Requested.”** Within the First-Class Mail letter rate and card rate subclasses, this endorsement will be restricted to mailers who take part in the electronic Address Change Service (ACS).

This restriction limits the service to mailers who are most likely to know

the consequences of this option — namely, that UAA pieces so endorsed will be discarded. The mailer will still get notice of an address change or the reason for nondelivery.

- **Single-Piece Standard Mail: No Endorsement.** It was decided that unendorsed *single-piece rate* UAA Standard Mail (A) will be discarded. An ancillary service endorsement will be required if the mailer wants forwarding or return service. Currently, the piece is returned and the mailer pays the return postage.

Mailers overwhelmingly asked for this change, partly because of the 100% barcoding standard for automation mail that took effect last year. Many bulk Standard Mail (A) mailing jobs produce some pieces that cannot be barcoded or sorted to the appropriate level. These residual pieces are generally sent at the higher rate for Single-Piece Standard Mail. As a rule, mailers don’t want this mail back and they don’t want to pay the return postage for it.

Ancillary Service Levels

Endorsement	—If Forwarding Order on File—		—If No Order, Expired Order, or Bad Address—	
	Forwarding	Separate Notification	Return	Notification
Address Service Requested	Yes	Yes, new address	Yes	New address or reason, attached
Forwarding Service Requested	Yes	No	Yes	New address or reason, attached
Return Service Requested	No	No	Yes	New address or reason, attached
Change Service Requested	No	Yes, new address or reason	No	New address or reason, separate
No endorsement: per class				
First-Class Mail	12 months	No	Yes	New address or reason, attached
Periodicals	60 days	No	No	New address or reason, separate*
Standard Mail (A)	No	No	No	No
Standard Mail (B)	12 months	No	Yes	New address or reason, attached

* Mailer is only notified after 60 days or if the piece is undeliverable as addressed (additional notification options are available via electronic Address Change Service (ACS)). The periodical is disposed of if not forwarded.

*Ancillary Service Reform—continued from previous page***Treatment by Class**

The new ancillary service endorsements will be the same for all classes of mail. Treatment for each class and applicable charges generally remain unchanged with the exceptions described in the following paragraphs.

- **First-Class Mail.** Under the current system, UAA First-Class Mail is always forwarded or returned, depending on the endorsement and any forwarding order on file for the address on the mail.

Under the new system, handling will be the same with one addition: a “Change Service Requested” endorsement means UAA pieces will be discarded. The mailer will get a separate address correction and pay an address correction fee.

This option will be available for the letter rate and card rate subclasses but not for the Priority Mail subclass. As an added security, participation in the electronic Address Change Service (ACS) will

be required before a mailer may use the endorsement on First-Class Mail.

- **Single-Piece Standard Mail (A).** Under the current system, a mailer can endorse Single-Piece Standard Mail (A) “Do Not Forward.” The Postal Service then discards the piece if it is undeliverable, with no forwarding, return, or address correction provided.

Under the new system, Single-Piece Standard Mail (A) mailers who do not want forwarding service will have three options:

- No endorsement. An uninsured UAA piece will be discarded and the mailer will not get a notice of address change or the reason for nondelivery.
- “Return Service Requested” endorsement. A UAA piece will be returned to the mailer with the new address or the reason for nondelivery attached. The mailer will pay the appropriate single-piece rate return postage.

- “Change Service Requested” endorsement. A UAA piece will be discarded and the mailer will get a separate notice of the new address or the reason for nondelivery. The mailer will pay an address correction fee.

- **Standard Mail (A).** Under the current system, if a UAA piece weighing 1 ounce or less is endorsed “Address Correction Requested,” the piece is returned to the mailer with the new address or the reason for nondelivery attached. The mailer pays the return postage.

If the endorsed UAA piece weighs more than 1 ounce, it is discarded and the mailer gets a separate notice of the new address or the reason for nondelivery. The mailer pays an address correction fee.

Under the new system, weight will not matter. Any UAA piece endorsed “Change Service Requested” will be discarded. The mailer will get a separate notice of the new address or the reason for nondelivery. The mailer will pay an address correction fee.

The “Return Service Requested” endorsement will provide, regardless of weight, for the return of a UAA piece to the mailer. The new address or the reason for nondelivery will be attached. The mailer will pay the appropriate single-piece rate return postage.

- **Standard Mail (B).** Under the current system, a mailer can endorse a mailpiece “Do Not Forward, Do Not Return, Address Correction Requested.” If the piece is UAA, it is discarded, without forwarding or return service provided. The mailer gets a separate notice of the new address or the reason for nondelivery and pays an address correction fee.

Under the new system, a mailer will use “Change Service Requested” instead. If the piece is UAA, the mailer will get a separate notice of the new address or the reason for nondelivery and will pay an address correction fee.

Unendorsed mail will be handled under the new system as of July 1

First-Class Mail, Priority Mail, and Express Mail

Current	New (Effective July 1, 1997)
“Forwarding and Address Correction Requested” or “Forward & Address Correction” —Months 1 through 12: piece forwarded; no charge; separate notice of new address provided; address correction fee charged. Months 13 through 18: piece returned with new address attached; no charge. After month 18, or if undeliverable: piece returned with reason for nondelivery attached; no charge.	“Address Service Requested” —No change in USPS action.
	“Forwarding Service Requested” —Months 1 through 12: piece forwarded; no charge. Months 13 through 18: piece returned with new address attached; no charge. After month 18, or if undeliverable: piece returned with reason for nondelivery attached; no charge. Note: Same USPS action as no endorsement.
“Address Correction Requested” or “Do Not Forward” —Piece returned with new address or reason for nondelivery attached; no charge.	“Return Service Requested” —No change in USPS action.
	“Change Service Requested” —Separate notice of new address or reason for nondelivery provided; in either case, address correction fee charged; piece disposed of by USPS. Restricted to First-Class Mail (letter rate and card rate subclasses only) handled via electronic ACS participation. Not available for Priority Mail or Express Mail. Not available for mail with special services (e.g., certified or registered mail).
No endorsement—Months 1 through 12: piece forwarded; no charge. Months 13 through 18: piece returned with new address attached; no charge. After month 18, or if undeliverable: piece returned with reason for nondelivery attached; no charge.	No endorsement—No change in USPS action.

Periodicals

Current	New (Effective July 1, 1997)
“Return Postage Guaranteed” —First 60 days: piece forwarded; no charge. After 60-day period, or if undeliverable: piece returned with address correction or reason for nondelivery attached; appropriate Standard Mail single-piece rate charged.	“Address Service Requested” —No change in USPS action.
	“Forwarding Service Requested,” “Return Service Requested,” and “Change Service Requested” —Not available for Periodicals.
No endorsement—First 60 days: piece forwarded; no charge. After 60-day period, or if undeliverable: separate address correction or reason for nondelivery provided; address correction fee charged; piece disposed of by USPS.	No endorsement—No change in USPS action.

Ancillary Service Reform—continued from previous page

Standard Mail (A)

Current	New (Effective July 1, 1997)
<p>“Forwarding and Return Postage Guaranteed, Address Correction Requested” or “Forward & Address Correction”—Months 1 through 12: piece forwarded; no charge; separate notice of new address provided; address correction fee charged. Months 13 through 18: piece returned with new address attached; only Standard Mail (A) weighted fee charged (address correction fee not charged). After month 18, or if undeliverable: piece returned with reason for nondelivery attached; only Standard Mail (A) weighted fee charged (address correction fee not charged).</p>	<p>“Address Service Requested”—No change in USPS action.</p>
<p>“Forwarding and Return Postage Guaranteed”—Months 1 through 12: piece forwarded; no charge. Months 13 through 18: piece returned with new address attached; only Standard Mail (A) weighted fee charged (address correction fee not charged). After month 18, or if undeliverable: piece returned with reason for nondelivery attached; only Standard Mail (A) weighted fee charged (address correction fee not charged).</p>	<p>“Forwarding Service Requested”—No change in USPS action.</p>
<p>“Do Not Forward, Address Correction Requested, Return Postage Guaranteed” or “Do Not Forward — Address Cor — Return Guar”—Piece returned with new address or reason for nondelivery attached; only return postage at Standard Mail (A) single-piece rate charged (address correction fee not charged).</p>	<p>“Return Service Requested”—No change in USPS action.</p>
<p>“Address Correction Requested”—If piece 1 ounce or less: entire piece returned with new address or reason for nondelivery attached; only return postage at Standard Mail (A) single-piece rate charged (address correction fee not charged). If piece over 1 ounce: address correction or reason for nondelivery provided by Form 3547; subject to address correction fee.</p>	<p>“Change Service Requested”—Separate notice of new address or reason for nondelivery provided; in either case, address correction fee charged; piece disposed of by USPS. Note: If return of the piece is desired, use “Return Service Requested,” subject to appropriate Standard Mail (A) single-piece rate.</p>
<p>“Do Not Forward”—No forwarding or return service provided.</p>	<p>Not available (use no endorsement).</p>
<p>No endorsement—<i>Single-Piece Rate Mail Only</i>: piece returned with new address or reason for nondelivery attached; only return postage at Standard Mail (A) single-piece rate charged (address correction fee not charged). <i>Bulk Rate Mail Only</i>: piece disposed of by USPS.</p>	<p>No endorsement—Piece disposed of by USPS. (No exception for single-piece rate Standard Mail (A), which must be endorsed if forwarding or return is desired.)</p>

Standard Mail (B)

Current	New (Effective July 1, 1997)
<p>“Forwarding and Return Postage Guaranteed, Address Correction Requested” or “Forward & Address Correction”—Months 1 through 12: piece forwarded locally at no charge; forwarded out of town as postage due; separate notice of new address provided; address correction fee charged. Months 13 through 18: piece returned with new address attached; only return postage at appropriate single-piece rate charged (address correction fee not charged). After month 18, or if undeliverable, or addressee refused to pay postage due: piece returned with reason for nondelivery attached; only forwarding (where attempted) and return postage at appropriate single-piece rate charged (address correction fee not charged).</p>	<p>“Address Service Requested”—No change in USPS action.</p>
<p>“Forwarding and Return Postage Guaranteed”—Months 1 through 12: piece forwarded locally at no charge; forwarded out of town as postage due. Months 13 through 18: piece returned with new address attached; only return postage at appropriate single-piece rate charged (address correction fee not charged). After month 18, or if undeliverable, or addressee refused to pay postage due: piece returned with reason for nondelivery attached; only forwarding (where attempted) and return postage at appropriate single-piece rate charged (address correction fee not charged).</p>	<p>“Forwarding Service Requested”—No change in USPS action. Note: Same USPS action as no endorsement.</p>
<p>“Do Not Forward, Address Correction Requested, Return Postage Guaranteed” or “Do Not Forward — Address Cor — Return Guar”—Piece returned with new address or reason for nondelivery attached; only return postage at appropriate single-piece rate charged (address correction fee not charged).</p>	<p>“Return Service Requested”—No change in USPS action.</p>
<p>“Do Not Forward, Do Not Return, Address Correction Requested” or “Do Not Forward or Return — Address Cor”—Separate notice of new address or reason for nondelivery provided; in either case, address correction fee charged; piece disposed of by USPS.</p>	<p>“Change Service Requested”—No change in USPS action.</p>
<p>“Do Not Forward, Do Not Return”—No forwarding or return service provided; piece disposed of by USPS.</p>	<p>Not available (use “Change Service Requested”).</p>
<p>No endorsement—Months 1 through 12: piece forwarded locally at no charge; forwarded out of town as postage due. Months 13 through 18: piece returned with new address attached; only return postage at appropriate single-piece rate charged (address correction fee not charged). After month 18, or if undeliverable, or addressee refused to pay postage due: piece returned with reason for nondelivery attached; only forwarding (where attempted) and return postage at appropriate single-piece rate charged (address correction fee not charged).</p>	<p>No endorsement—No change in USPS action.</p>

Graceful Moves

How the USPS tracks address changes

WHEN you move, you want to receive your mail without a break in service. All it takes is a special postcard.

Filling out a change of address order (Form 3575) is the first step toward uninterrupted mail service. This order (also called a COA) is a simple postcard. It's printed in the booklet called *Mover's Guide*.TM You can find an automated letter version of the form on the Internet as Form 3575-WWW.

Carriers and Computers

The COA order goes to the carrier who delivers mail to the old address so that the COA can be validated. The carrier also notes the change on a reference card kept at the carrier's sorting case.

The carrier then sends the COA order to the Computerized Forwarding System (CFS) unit that forwards mail from the old address ZIP Code. For example, if a person moves from Detroit to Miami, the COA order is sent to the CFS unit in Detroit, no matter where the order is actually filed.

Each postal customer who files a COA order gets an extract code. This code consists of the first four characters of the customer's last name or business name and the last three digits of the old address. For example, the extract code for Ralph Perez, 1234 Main Street, is "PERE234."

The CFS unit enters the COA under the old ZIP Code using the extract code

as a reference key. The computer system adds a ZIP+4 code to the new address. At this point, the CFS unit is ready to forward the customer's mail.

The CFS unit returns the Form 3575 to the delivery unit. The form is kept there for 18 months from the end of the month in which the change takes effect.

NCSC and NCOA

Each night, the National Customer Support Center (NCSC) contacts the 217 CFS sites through modems and downloads copies of all the COAs entered into the CFS databases that day. These COAs update the National Change of Address (NCOA) master file.

The NCSC compiles the COAs every 2 weeks. The COAs are checked through several quality control routines before the records are added to the NCOA master file. Some of the edit checks answer these questions:

- Is the COA a temporary move rather than a permanent move?
- Does the new input address have a valid ZIP+4 code?
- Is each required field on the COA properly filled out?
- Is the COA part of a multiple move that requires "chaining" as follows:
 - A-B-C (chain all COAs)?
 - A-B-A (delete original COA)?

Tracking the thousands of yearly address changes depends on both computers and carriers

US POSTAL SERVICE - CHANGE OF ADDRESS ORDER - PS Form 3575-WWW
 EPostmasters, CPS managers, Carriers!
 Authorized for Official Use -- 3/91 53, 03-03-97, F020-3

OFFICIAL USE ONLY
 Zone / Route ID No. _____
 Date Entered on Form 3982 ____/____/____
 Expiration Date ____/____/____
 Carrier/Clerk Endorsement _____

Change of Address for: Family Start Date: May 5, 1997
 Is This Move Temporary? Yes End Date: July 5, 1997

Last Name: STAUBT
 First Name: CHRIS

OLD ADDRESS
 Mailing Address: 5814 FIRST LANDING WAY
 City, State, ZIP+4: BURKE VA 22015-2618

NEW ADDRESS
 Mailing Address: 135 NOEL RD
 City, State, ZIP+4: FAR ROCKAWAY NY 11693-1039

Signature of person who PREPARED this form: _____
 Date Signed: ____/____/____
 Name of Preparer: CHRIS STAUBT
 Daytime Phone: N/A Evening Phone: N/A
 Email Address: N/A

OFFICIAL USE ONLY
 Verification Endorsement _____

***Give this form to you

CHANGE OF ADDRESS ORDER
 ATTN: CARRIER ROUTE #
 UNITED STATES POSTAL SERVICE
 9501 BURKE RD
 BURKE VA 22015-9908

NOTE: The person signing
 person for whom mail would
 subject to punishment by fine

PRIVACY ACT: Filing this form
 may be provided to government
 correspondents and publishers

Create Notification Letter

Get Form 3575-WWW (auto-
 mated letter for printing) on the
 Internet at [http://www.usps.gov/
 moversnet/coa.html](http://www.usps.gov/moversnet/coa.html)

U.S. Postal Service
CHANGE OF ADDRESS ORDER

Instructions: Complete Items 1 thru 10. You must SIGN Item 9. Please PRINT all other items including address on face of card.

OFFICIAL USE ONLY
 Zone/Route ID No. _____
 Date Entered on Form 3982 M M D D Y Y
 Expiration Date M M D D Y Y
 Clerk/Carrier Endorsement _____

1. Change of Address for: (Check one)
☐ Individual ☐ Entire Family ☐ Business

2. Start Date: Month ____ Day ____ Year ____

3. Is This Move Temporary? (Check one)
☐ No ☐ Yes, Fill in

4. If TEMPORARY move, print date to discontinue forwarding: Month ____ Day ____ Year ____

5. Print Last Name (include Jr., Sr., etc.) or Name of Business (If more than one, use separate form for each).

6. Print First Name (or Initial) and Middle Name (or Initial). Leave blank if for a business.

7a. For Puerto Rico Only: If OLD mailing address is in Puerto Rico, print urbanization name, if appropriate.

7b. Print OLD mailing address: House/Building Number and Street Name (include St., Ave., Rd., Ct., etc.).

Apt./Suite No. _____ or PO Box No. _____ or ☐ RR/ ☐ HCR (Check one) RR/HCR Box No. _____

City _____ State ____ ZIP Code ____ ZIP+4 ____

8a. For Puerto Rico Only: If NEW mailing address is in Puerto Rico, print urbanization name, if appropriate.

8b. Print NEW mailing address: House/Building Number and Street Name (include St., Ave., Rd., Ct., etc.).

Apt./Suite No. _____ or PO Box No. _____ or ☐ RR/ ☐ HCR (Check one) RR/HCR Box No. _____

City _____ State ____ ZIP Code ____ ZIP+4 ____

9. Sign and Print Name (see conditions on reverse)
 Sign: _____
 Print: _____

10. Date Signed: Month ____ Day ____ Year ____

OFFICIAL USE ONLY
 Verification Endorsement _____

PS FORM 3575, April 1997 See <http://www.usps.gov/moversnet> for more information

Get Form 3575 (postcard)
 at any post office or in the
Mover's Guide™ booklet

- Is the COA a duplicate of a COA previously entered?

At the end of the 2-week period, the NCSC produces a "clean" updated file and compares it against the then-current master file.

Again, edit checks are run and discrepancies are investigated and resolved before the file is distributed to the 23 licensed vendors.

The licensed vendors must then update their copies of the NCOA file within 3 working days. They also report the new total to the NCSC within 2 days of the updating. Within a 2-day margin, the NCSC and the vendors have identical copies of the NCOA file.

— Michael Murphy, National Customer Support Center

Entry Ways

Plain Talk

The acrimonious acronym

GREETINGS to all of you at the DMUs, BMEUs, etc., etc....

Translations

BME:	business mail entry
BMEU:	business mail entry unit
DDU:	destination delivery unit
DM:	district manager
DMU:	detached mail unit
PM:	postmaster
SCF:	sectional center facility
204B:	employee acting in a supervisory position

We postal people—we who deal in DDUs and SCFs and report to DMs and PMs and even 204Bs—speak a language known to us as “postalese.” It’s filled with acronyms for what we do, where we work, who we are.

But who, besides us, truly knows what the acronyms mean? We learn to use this language to make long

ideas shorter—even to fit them into spreadsheet columns!

But what about our customers? Do they have any idea what we’re saying? Sure, our biggest customers know the lingo as well as we do, but what about our smaller customers?

Customers often see us as a big bureaucratic agency. We seem to protect our programs and places carefully by assigning unique names to them and hiding them in acronyms.

Let’s remember that we need to identify with our customers. We’re the ones who can help them understand how our rates work, how we classify mail, and how their mail gets from here to there.

We need to use common terms and remove the mystique of the acronym so we can communicate better. That way, we can promote our programs, offer solutions, and explain what went wrong when something does. Criticism can be more constructive and less destructive.

The Last Word

Words can be tools or weapons. Weapons are destructive; tools are constructive. You choose.

Gotta go! TNT (till next time).

— *Ed Mayhew, New York RCSC*

Periodicals Documentation to August 1

THE new standards for Presort Accuracy Validation and Evaluation (PAVE)-certified software or standardized documentation for Periodicals will be implemented on August 1 rather than July 1 as originally announced.

These standards were published in the March 1997 *Mailroom Companion*. You can access this edition on the World

Wide Web at <<http://www.usps.gov>>.

With the new date, software developers will have more time to refine their products for the PAVE testing cycle. Customers will receive the new software in time to meet the standardized documentation requirements for mailings presented beginning August 1, 1997.

— *Cheryl Beller, Northern Virginia RCSC*

Customer Support Ruling

Loose Leaf—Special Standard Mail

PS-10 (E620.4.2), Updated April 1997

THIS ruling concerns the classification of a loose leaf publication.

Domestic Mail Manual (DMM) E620.4.2 provides that books and books issued to supplement other books may qualify for the Special Standard Mail rates if they contain at least eight pages consisting wholly of reading matter, or scholarly bibliography, or reading matter with incidental blank spaces for notations, and if they contain no advertising matter other than incidental announcements of books. Advertising includes paid advertising and the publisher's own advertising in display, classified, or editorial style.

Books are not required to be in bound form to qualify for the Special Standard Mail rates. Thus, books in loose leaf form that meet the standards in DMM E620.4.2, including books issued to supplement other books, qualify for the Special Standard Mail rates.

Loose leaf pages that form a book may be enclosed in a binder or mailed with a binder at the Special Standard Mail rates. Binders mailed by themselves, however, are charged the applicable Standard Mail (A) or Parcel Post rates, according to weight.

Transmittal pages, update pages, and replacement pages do not qualify for mailing as a book or supplement to a book at the Special Standard Mail rates. Such pages are charged the applicable Standard Mail (A) or Parcel Post rates, according to weight.

Accordingly, a key consideration is whether the mailpiece is a book or whether it consists of transmittal, update, or replacement pages. As an example, one mailpiece submitted for postal review contained a loose leaf publication with the following statement printed on its front page:

DISCARD ALL CONTENTS (white, buff, and gold pages for each chapter). They are replaced with the new white pages of the Sixth Edition in this package.

Because the sixth edition is a complete book, it qualifies as a book under DMM E620.4.2 for mailing at the Special Standard Mail rates.

—Anita Bizzotto, Manager,
Business Mail Acceptance

Keeping Marked Periodicals

PUBLISHERS who mail at the Periodicals class file with the Postal Service a marked copy of their publications. How long are these copies kept on file? Where is the retention period published?

These marked publications are kept for 6 months. After that period, the copies are discarded unless there are unresolved claims or questions about eligibility or postage adjustments. This retention period is published in Handbook AS-305, *Records Control*.

Marking Copies

For each *edition* of each *issue* of a Periodicals publication, the publisher marks a copy to show what percentage of space is used for advertising and what percentage for nonadvertising material. *Domestic Mail Manual* P200 gives more details, such as how to measure the material.

—Joe Knight,
Memphis RCSC

Classification Reform

New Label Standards

Tray and sack labeling moves toward automation

NEW codes to identify the mail inside mail containers take effect on July 1. This change refines and standardizes the content information printed on all tray and sack labels—both barcoded and nonbarcoded labels. Here's what the change means for you.

Tray and sack labels include at least three information lines. These lines tell where the mail is going (destination line), the type of mail (content line), and where the mail is from (origin line).

The content line is the focus of the July 1 change.

class and processing category (letter, flat, or parcel type). It also shows whether the mail can be processed on automation equipment. Beginning July 1, the content line must also show the sortation level of the label's tray or sack.

Each content line is assigned a three-digit numeric code—the content identifier number (CIN)—so that this information can be used in barcodes. These barcodes also contain a destination ZIP Code and (for trays) a processing code.

For example, say you have a tray of First-Class Mail letter-size pieces claimed at the 3-digit automation rate. The content line would read "FCM LTRS 3D BC."

Because the mail is claimed at an automation rate, the label would be barcoded. The CIN for that content line—244—would be used in creating the barcode.

(And, because the mail is in a tray and qualifies for an automation rate, the label would also include a zebra code to the right of the barcode.)

Sources for Details

Content identifier numbers (CINs)	<i>Postal Bulletin</i> 21937 (January 16, 1997) <i>Postal Bulletin</i> 21943 (April 10, 1997) <i>The Mailroom Companion</i> (February 1997)
Specifications for barcoded labels	<i>Postal Bulletin</i> 21939 (February 13, 1997) <i>The Mailroom Companion</i> (March 1997)
Changes to labeling lists	<i>Postal Bulletin</i> 21937 (January 16, 1997) <i>Postal Bulletin</i> 21943 (April 10, 1997)
How to order labels	<i>Mailers Companion</i> (April 1997)
About PASSPORT for Mailers	End of this article <i>The Mailroom Companion</i> (November 1996)

You can access these publications through the Postal Service home page: www.usps.gov.

Content Line

The content line—called Line 2 in the *Domestic Mail Manual* instructions—provides information about the mail's

Growth and Refinement

The new CIN list includes a unique number and code for each possible tray and sack level of each processing category. Although many codes have been dropped, the overall number of CINs grows from 187 to 216 to cover every sortation level.

The chart on the right uses First-Class Mail letters as an example. It shows both the current CINs (including several multi-purpose numbers) and the new CINs.

Even though the new content line information and CINs are not mandatory until July 1, you should use them as soon as possible. And remember that the tray or sack labels on mailings you prepare in advance for deposit on or after July 1 must meet these new standards.

The complete list of new CINs was published in the *Postal Bulletin* and in *Mailers Companion* (for issue details, see the chart of sources on the first page of this article).

For automation rate mailings, tray and sack labels must be barcoded on and after July 1, as shown in the samples on the next page. For nonautomation rate mailings, the new standards affect only the content line and (if you use barcoded labels) its CIN.

For now, using barcoded labels is optional for nonautomation mailings, but it's a good idea to start using barcodes now on all container labels.

More and more postal plants are using automated tray management systems and robotics, and the Postal Service plans to extend the use of barcoded tray and sack labels to all presorted mail, in the near future.

—Thomas DeV Vaughan, *Pricing and Classification Implementation*

Comparison List for First-Class Mail Letters

Current		As of July 1	
CIN	Code	CIN	Code
001	FCM	263	FCM LTRS CR BC
008	FCM LTRS BC	264	FCM LTRS CR-RTS BC
013	FCM LTRS BC WKG	265	FCM LTRS 3D CR-RTS BC
017	FCM PRESORT	241	FCM LTRS BC 5D SCHEME
018	FCM PRESORT RESID PKS	242	FCM LTRS 5D BC
020	FCM WKG	243	FCM LTRS BC SCHEME
021	FCM CR-RT	244	FCM LTRS 3D BC
022	FCM CR-RTS	245	FCM LTRS AADC BC
023	FCM LTRS 3D CR-RTS BC	246	FCM LTRS BC WKG
024	FCM RURAL RT	251	FCM LTRS 5D NON OCR
025	FCM HWY CONTRACT RT	254	FCM LTRS 3D NON OCR
026	FCM BOX SECT	257	FCM LTRS ADC NON OCR
027	FCM GEN DEL UNIT	259	FCM LTRS NON OCR WKG
029	FCM LTRS 5D NON-OCR	252	FCM LTRS 5D UPGR
030	FCM LTRS 3D NON-OCR	255	FCM LTRS 3D UPGR
031	FCM LTRS ADC NON-OCR	258	FCM LTRS AADC UPGR
032	FCM LTRS NON-OCR WKG	260	FCM LTRS UPGR WKG
058	FCM LTRS UPGR WKG		
063	FCM LTRS CR-RT BC		
064	FCM LTRS CR-RTS BC		
072	FCM LTRS 5D UPGR		
073	FCM LTRS 5D BC		
077	FCM LTRS 3D UPGR		
078	FCM LTRS 3D BC		
079	FCM LTRS BC 5D SCHEME		
083	FCM LTRS AADC UPGR		
084	FCM LTRS AADC BC		
085	FCM LTRS BC SCHEME		

New Label Standards—continued from previous page

Barcoded Labels

The standard information elements, as shown at right, are:

- three human-readable lines for destination, content, and origin (required)
- a human-readable line and/or area for tray labels for extraneous information (optional)
- Interleaved 2 of 5 barcode (required as of July 1 for automation mail, optional for nonautomation presorted mail)
- human-readable barcode numeric line (required for barcoded tray labels, optional for barcoded sack labels)
- zebra code (required for automation tray labels; prohibited on all other labels, including upgradable) with either diagonal or vertical bars

The digit lengths of the Interleaved 2 of 5 (abbreviated as USS-I 2/5) barcodes are:

- for trays, 10 digits (5-digit ZIP Code, 3-digit CIN, and 2-digit processing code)
- for sacks, 8 digits (5-digit ZIP Code and 3-digit CIN)

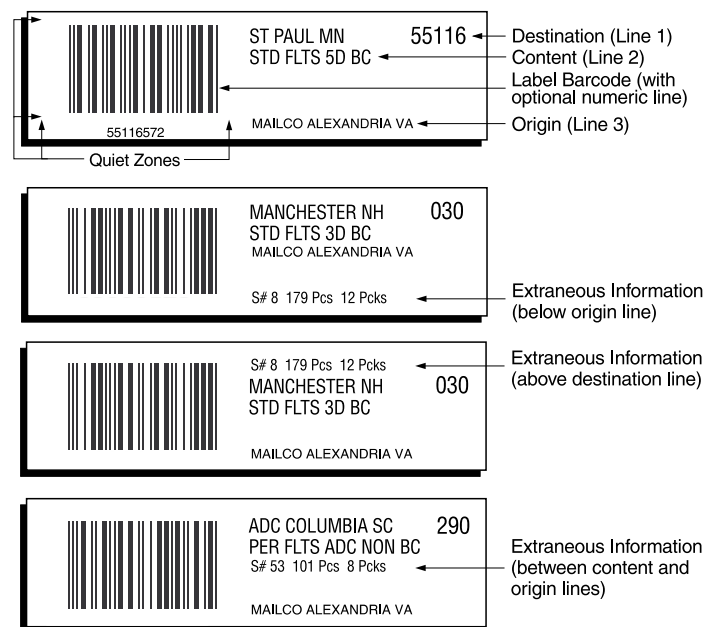
Ordering Labels

It's easy to order electronically with the free **PASSPORT for Mailers** software. This software needs only a 386 or higher personal computer. Call (800) 238-3150 with questions or orders.

You can also order labels through post offices by using PS Form 1578-B, **Requisition for Facing Slips or Labels**. Orders must use only the new content line information or the order will be returned.

Smaller-volume mailers can get the new labels through their postmaster, postal business center staff, or account representatives. All the labels you order through the Postal Service will be barcoded for automation rate mail beginning July 1.

Sack Label Samples



Tray Label Samples



Special Services Reform

New standards reflect costs

CLASSIFICATION Reform continues to unfold, and special services is the next area to come to the table.

On June 7, 1996, the Postal Service proposed reforms of certain special services to the independent Postal Rate Commission.

The Commission recommended the reforms, with modifications, to the Board of Governors on April 2, 1997.

The Governors approved the proposal and set the date to implement the reforms at June 8, 1997.

Ashley Lyons, manager of Pricing, says, "These reforms will increase customer satisfaction, account for costs, and simplify some of our fee schedules."

The services that will be affected and the effects of these new standards are highlighted in the charts below and on the following pages.

—Neil Berger,

Mail Preparation and Standards

Post Office Box Service

Certain post office box fees will be adjusted to recover more of the cost of providing this service and to make sure that every customer has one form of free delivery.

Deposit per key issued: \$1.00.

Box fee per semiannual (6-month) period:

Fee Group	Box Size	1	2	3	4	5
A		\$24.00	\$37.00	\$64.00	\$121.00	\$209.00
B		22.00	33.00	56.00	109.00	186.00
C		20.00	29.00	52.00	86.00	144.00
D		6.00	10.00	18.00	26.50	41.50
E		0.00	0.00	0.00	0.00	0.00

Caller Service

Caller service will be extended to Group D (formerly Group II) post offices for the semiannual fee of \$225. Groups A, B, and C fees don't change.

For service provided, per semiannual period:

Fee Group	Fee
A	\$250.00
B	240.00
C	225.00
D	225.00

For each reserved call number, per calendar year (all post offices): \$30.00.

Special Services Reform—continued from previous page

Insured Mail

The maximum indemnity for insured mail will be increased from \$600 to \$5,000. Insured mail will be handled the same, including the “numbered” and “unnumbered” distinction.

Fee, in addition to postage, for amount of merchandise insurance liability:

Coverage Desired	Fee
\$0.01 to \$50.00	\$0.75
50.01 to 100.00	1.60
100.01 to 5,000.00	1.60 plus \$0.90 for each \$100 or fraction over first \$100 in coverage desired

Insured mail maximum liability: \$5,000.00.

Certified Mail

The certified mail fee will be raised from \$1.10 to \$1.35 because of the cost of providing this service.

Stamped Cards

The Postal Service will rename postal cards as *stamped cards* because they're similar to stamped envelopes. Unlike stamped envelopes, stamped cards cost only as much as their postage.

Configuration	Postage	Fee	Total
Cut single card	\$0.20	\$0.00	\$0.20
Sheet of 40 cards	8.00	0.00	8.00
Double reply-paid card	0.40	0.00	0.40

Return Receipt Services

The two basic services for return receipt service will be merged, for \$1.10. The two basic services for return receipt for merchandise service will also be merged, for \$1.20.

Also, return receipt for merchandise service won't be available for all First-Class Mail, only for Priority Mail. It will still be available for five sub-classes of Standard Mail (Single-Piece Standard Mail, Parcel Post, Bound Printed Matter, Special Standard Mail, and Library Mail).

Type	Fee
Return Receipt: Requested at time of mailing showing to whom, signature, date, and addressee's address (if different)	\$1.10
Requested after mailing showing only to whom and date delivered	6.60
Return Receipt for Merchandise: Showing to whom, signature, date, and addressee's address (if different)	\$1.20
Delivery record	6.60

Insured Express Mail

The maximum indemnity for insured merchandise sent by Express Mail will be increased from \$500 to \$5,000. The maximum indemnity for negotiable items, currency, or bullion will be \$15, unless sent by registered mail. The indemnity for Express Mail document reconstruction will be reduced from \$50,000 to \$500 per piece because more documents are being generated electronically and are easier to reconstruct.

Fee, in addition to postage, for amount of merchandise insurance liability:

Coverage Desired	Fee
\$0.01 to \$500.00	none
500.01 to 5,000.00	\$0.90 for each \$100 or fraction over \$500 in coverage desired

Merchandise maximum liability: \$5,000.00.

Document reconstruction maximum liability: \$500.00.

Registered Mail

The registered mail fee schedule will be simplified by eliminating the uninsured schedule for declared values of more than \$100.

Declared Value	Fee (in addition to postage)
W/out Insurance \$0.00 to \$100.00	\$4.85
With Insurance \$0.00 to \$100.00	\$4.95
\$100.01 to \$500.00	5.40
\$500.01 to \$1,000.00	5.85
\$1,000.01 to \$2,000.00	6.30
\$2,000.01 to \$3,000.00	6.75
\$3,000.01 to \$4,000.00	7.20
\$4,000.01 to \$5,000.00	7.65
\$5,000.01 to \$6,000.00	8.10
\$6,000.01 to \$7,000.00	8.55
\$7,000.01 to \$8,000.00	9.00
\$8,000.01 to \$9,000.00	9.45
\$9,000.01 to \$10,000.00	9.90
\$10,000.01 to \$11,000.00	10.35
\$11,000.01 to \$12,000.00	10.80
\$12,000.01 to \$13,000.00	11.25
\$13,000.01 to \$14,000.00	11.70
\$14,000.01 to \$15,000.00	12.15
\$15,000.01 to \$16,000.00	12.60
\$16,000.01 to \$17,000.00	13.05
\$17,000.01 to \$18,000.00	13.50
\$18,000.01 to \$19,000.00	13.95
\$19,000.01 to \$20,000.00	14.40
\$20,000.01 to \$21,000.00	14.85
\$21,000.01 to \$22,000.00	15.30
\$22,000.01 to \$23,000.00	15.75
\$23,000.01 to \$24,000.00	16.20
\$24,000.01 to \$25,000.00	16.65
\$25,000.01 to \$1,000,000.00	\$16.65 plus handling charge of \$0.45 per \$1,000 or fraction over first \$25,000. (Additional fees for articles valued over \$25,000 are for handling only.)
\$1,000,000.01 to \$15,000,000.00	\$455.40 plus handling charge of \$0.45 per \$1,000 or fraction over first \$1,000,000.
Over \$15,000,000.00	\$6,755.40 plus additional charges may be made based on weight, space, and value.

Registered mail maximum insurance liability: \$25,000.00.

Additional Service	Extra Fee
COD Collection Charge (maximum amount collectible: \$600.00)	\$3.50
Restricted Delivery	2.75
Return Receipts:	
Requested at time of mailing showing to whom, signature, date, and addressee's address (if different)	1.10
Requested after mailing showing only to whom and date delivered	6.60

Special Delivery Service

Special delivery service will be eliminated because the demand for it has virtually disappeared. Priority Mail is much less expensive and Express Mail includes a delivery guarantee and insurance at no additional charge.

Parcel Airlift

The minimum insurance amount required on a parcel airlift (PAL) package will be increased from \$25 to \$50 if return receipt or restricted delivery service is requested.

Short Takes

1997 ZIP Code Directory

The 1997 soft-covered edition of Publication 65, *National Five-Digit ZIP Code and Post Office Directory*, is available at post offices for \$21. There is a \$1 discount toward the purchase price with the coupon from the 1996 edition.

— Patricia Bennett, *Mail Preparation and Standards*

Parcel Case Withdrawn

The Board of Governors on April 11 withdrew its request for a decision in the Parcel Classification Reform Case that had been filed with the Postal Rate Commission on February 21.

This action will allow the Board of Governors and postal management to review the organization's finances. The review will cover the next several years and all service categories.

— Virginia Mayes, *Pricing*

ABE Diagnostic Phase Extended

The Postal Service announced on April 15 that it will extend the diagnostic phase of the Automated Barcode Evaluator (ABE) program. This phase was to end on May 15 but the extension will allow making more changes.

Data gathered so far during the diagnostic phase showed that another modification is needed to make sure the machinery operates at its best.

A new implementation schedule will be announced as soon as the modification is done.

— Jerry Minters, *Business Mail Acceptance*

LibertyCash™

The Postal Service is currently testing its new LibertyCash™ card in about 1,250 postal retail units in Indianapolis, Sacramento (including the Lake Tahoe area), Orlando and surrounding area, Minneapolis/St. Paul metro, Denver metro, and, in California, Campbell, Los Gatos, and Santa Clara. The test will last about 6 months through early fall.

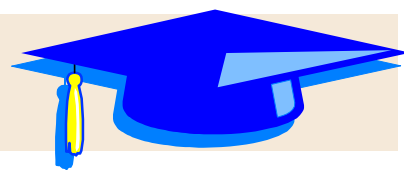
LibertyCash is a cash card that customers load with monetary value. Customers can use this card to pay for postal products at participating retail units. "It's convenient for our customers, especially those who don't like to dig for change or write a check," said Chris-

tine Ray, program manager for LibertyCash in the New Businesses Group.

Two types of cards can be bought: disposable and refillable. Disposable cards are fixed amount cards for \$10 or \$20. Customers using these cards will get a receipt with beginning and ending balances. Refillable cards may be bought at values between \$5 and \$300. As an added security, refillable cards use a personal identification number (PIN) selected by the user and can be refilled at participating postal retail units or by dialing a toll-free number.

— Patricia Bennett, *Mail Preparation and Standards*

Postal Savvy



This installment tests your knowledge of special services. Try your savvy on these questions, then compare your answers with those below.

1. A bulk certificate of mailing may not be obtained for a mailing of identical pieces of First-Class Mail or Standard Mail if the mail is paid with which kind of postage?
 - a. postage stamps
 - b. precanceled stamps
 - c. meter strips or meter impressions
 - d. permit imprints
2. The fees for which of the following services include postal insurance without paying additional fees?
 - a. certified mail
 - b. merchandise return service
 - c. return receipt for merchandise
 - d. special handling
 - e. collect on delivery (COD) mail
3. Which service must be purchased for Standard Mail parcels that contain honeybees or baby poultry?
 - a. special handling
 - b. registered mail
 - c. insured mail
 - d. certified mail
4. Where must all markings for special services appear on the mailpiece?
 - a. below the return address in the upper left corner
 - b. above the addressee's name in the delivery address and to the right of the return address
 - c. anywhere on the face of the mailpiece
 - d. above the return address in the upper left corner
 - e. below the postage in the upper right corner
5. Which special service provides proof of delivery but lets the sender waive the recipient's signature? (A sender who waives the signature requirement accepts the delivery employee's signature and delivery date as proof of delivery.)
 - a. registered mail
 - b. certified mail
 - c. return receipt for merchandise
 - d. unnumbered insured mail (insured for \$50 or less)

— Mary Bronson, *Business Mail Acceptance*

Answers

1. d. Form 3606 is used as a certificate to specify the number of pieces mailed. This certificate is provided only for a mailing of identical pieces of First-Class Mail or Standard Mail paid with ordinary stamps, precanceled stamps, or meter postage affixed. The normal weight and verification process for a mailing with a permit imprint verifies the number of pieces mailed on the postage statement. (See DMM S914.1.2.)
2. e. The fees for COD service include insurance against loss, rifling, or damage to the article or statement. (See DMM S914.1.2.)
3. a. Special handling is required for such parcels. (See DMM S930.2.4.)
4. b. Special markings must be placed in the area above the addressee's name and to the right of the return address. (See DMM C010.8.2.)
5. c. By signing the waiver on Form 3804 for return receipt for merchandise, a sender instructs the USPS to deliver the merchandise without getting the recipient's signature. (See DMM S917.2.2f.)

Reader Comments



ABCs of SDCs and ADCs

Some mailers have recently reported that they are doing more work by trying to sort to area distribution centers (ADCs) rather than to states under the former state distribution center (SDC) network. They often give the Postal Service less finely presorted mail in mixed ADC sacks or trays. They also find it hard to hand-sort mail to ADCs, particularly when their mailing lists are in numeric ZIP Code order.

ADCs and automated area distribution centers (AADCs) get mail from other post offices that is addressed to a particular group of 3-digit ZIP Code prefixes (the center's service area). They sort this mail and move it to each of the sectional center facilities (SCFs) in their service area.

Before Classification Reform took effect last year, the

Postal Service used these three separate distribution and transportation networks:

- ADCs, for First-Class Mail nonautomation letters and flats, and barcoded flats of all classes;
- AADCs, for barcoded and OCR-readable letters of all classes; and
- SDCs, for nonautomation second-class and third-class letters, flats, and third-class and fourth-class nonmachinable parcels.

An SDC sort was optional for mailers of second-class and third-class nonautomation letters, flats, and nonmachinable parcels. These mailers were required to sort only to states.

Mail that was sorted to states often needed more handling by the Postal Service for states that had more than one SDC. For example, state pack-

ages and sacks for Pennsylvania could end up being re-sorted and transported to all five SDCs in that state.

The current distribution system is based on mailpiece characteristic rather than mail class. Classification Reform included reorganizing the distribution networks for better service.

As part of the reorganization, the SDC network was eliminated and mail is now channeled to an ADC. Also, mail sorted to an ADC is now sent to a facility that is closer to the mail's final destination.

Because there are almost twice as many ADCs as states, some mailers that used to prepare state packages, trays, or sacks may not have enough mail to sort to the ADC level and must sort to the mixed ADC level instead.

It is most efficient for the Postal Service to consolidate the mail from many mailers at the ADC where it is entered (the origin facility). The Postal Service can then sort and distribute these larger volumes to the appropriate destination ADCs.

Mailers who hand-sort based on lists in numeric ZIP Code order might consider grouping the 3-digit ZIP Codes for each ADC using the appropriate DMM labeling list. After all 5-digit and 3-digit packages and trays or sacks are prepared for a particular ADC area, the mailer could see whether there was enough mail left for an ADC to prepare ADC packages and sacks.

— *Lynn Martin, Mail Preparation and Standards*

MAILERS COMPANION
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MEMPHIS TN 38188-0001

Forwarding and Return Postage Guaranteed
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